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Circular Letter

TO: **ALL CALPERS EMPLOYERS**

SUBJECT: **CalPERS CUSTOMER SERVICES AND SUPPORT**

The purpose of this Circular Letter is to introduce CalPERS Customer Services and Support to our employer community, and to inform you of our new leadership roles and responsibilities. As announced in April 2011, CalPERS has taken a strategic approach to examine how our organization is structured so we can better respond to the challenges of our external environment and the needs of our employers and members.

CalPERS Customer Services and Support combines the operations of CalPERS primary business lines of pensions and health care under one single point of leadership to provide a one-stop shop for employers and members.

As the Deputy Executive Officer, I oversee CalPERS Customer Services and Support, which includes the following four divisions: Customer Service and Outreach, Customer Account Services, Benefit Services, and Affiliate Programs Services.

Customer Service and Outreach Division, led by Lori McGartland, is the first point of contact for CalPERS employers and members, both active and retired. This includes the CalPERS Regional Offices which provide personal assistance with program benefits and services; employer and member education; and the newly merged CalPERS Customer Contact Center, which combines the expertise of the Employer Contact Center and the Member Contact Center, and provides help with all employer and member business. Specially trained representatives continue to provide assistance at **888 CalPERS** (or **888-225-7377**).

Customer Account Services Division, led by Darryl Watson, handles employer and member account management activities for the retirement and health programs to ensure accuracy of each account held within CalPERS. This includes, but is not limited to, contracts, enrollments, compensation, service credit, payroll and contribution reporting and applying the California Public Employees' Retirement Law, policies and procedures in calculating service and disability retirement estimates for CalPERS members.

Benefit Services Division, led by Mary Lynn Fisher, provides retirement benefits and information to members, retirees, beneficiaries and survivors. The division determines eligibility for, calculates and administers service and disability retirements, death benefits, and refund processing.

Affiliate Programs Services Division, led by Rand Anderson, currently houses two programs administered by CalPERS. The California Employers' Retiree Benefit Trust provides trust investment management and administration for contracting California public employers to pre-fund non-pension retiree benefits, such as medical insurance. The California State Social Security Administrator Program administers Section 218 of the Social Security Act, which allows participating California public employers to provide Social Security and Medicare-only coverage to employees.

CalPERS phone numbers and addresses have not changed and should continue to be used by members, employers, and business partners, unless otherwise notified.

More information about the CalPERS new organizational structure can be found on our website at www.calpers.ca.gov.

If you have any questions, please call our **CalPERS Customer Contact Center** at **888 CalPERS** (or 888-225-7377).

DONNA RAMEL LUM
Deputy Executive Officer
Customer Services and Support